

## ***Managing Teams & People***

(a continuously developing programme first run for Shell International in 1995)

Duration: 3 days: 3-5 November 2009

Location: Lensbury Conference Centre, Teddington, London UK

Style: Residential classroom based; a balance of action and reflection

Language: English

Course contact and to reserve a place please email:

[HarveyPeters@minervaconsulting.co.uk](mailto:HarveyPeters@minervaconsulting.co.uk)

Harvey Peters contact tel. no. 00260979596364

Course Fees: £950 (plus VAT where applicable)

Accommodation full board £465 (plus VAT where applicable)

### **Objectives**

Effectively motivating and engaging others to work with you is one of the key challenges faced by all managers and leaders. This workshop will help you to address:

- developing yourself and your team
- managing a diverse team
- achieving with and through your team
- balancing team, task and individual needs

### **Topics**

- understanding yourself and others
- practical strategies for work issues
- toolbox for solutions to team issues
- building effective working relationships
- performance management
- styles of leadership and management
- personal 'Team Management' profile from TMSDI Ltd

### **Target Audience**

Employees of all functions who have, or soon will have, a responsibility for either a line team or a project team and who wish to improve their ability for delivering improved business performance.

### **Outcomes**

The programme will allow you to maximize the transfer of learning into the workplace over the six months following the programme.

(for previous delegates' evaluation, see below)



## Programme Evaluation

The most recent follow-up evaluation of the programme identified the lasting impact that *Managing Teams and People* has had on participants and their business. The evaluation measured the personal impact, enhancement of skills, and benefits to business.

### **1. What has been the impact of *Managing Teams and People* on you personally?**

'Gave me a series of frameworks and tools I could use with my teams and in self-development activities. I got some good insights on how people perceive me and why.'

'It taught me to recognise varying strengths and disciplines within a team and how to influence, coach and manage them effectively.'

'The impact for me has been quite lasting. I am in no doubt that this course was helpful in preparing me for a management role.'

The course changed my perspective on managing teams & people generally, exposing me to different styles and management models that are equally useful in the workplace and at home in day to day life.

### **2. Did the programme enhance your skills and were you able to produce different outcomes in the workplace following the programme?**

Yes it did enhance my skills. e.g. in understanding better the consequences of my acts as line manager, such as in giving feedback or in setting up goals.

I can honestly say that I use the skills on a regular basis and would certainly recommend the course to others.

Yes in particular with problem solving and delegation of responsibilities.

Yes by involving other members in managing the team who became more involved and produced more.

Definitely, I have never had a course before which was so focused on how to transfer the knowledge into the workplace.



### **3. What do you think has been the benefit to your business of your attendance at this programme?**

I'm sure it has made me a more effective manager and helped me lead my team to more success than otherwise we might have achieved.

Better leadership of my team and understanding of developing people. Therefore more effective people.

Helped improve my performance in teams and in particular management of my staff - one of the better people managing courses I have been on.

I believe it enhanced my communication skills, thus making me more effective in my job.

Shell has benefited because I was able to adapt to a new role more quickly than otherwise would have been the case. I believe that I have been able to positively influence my team members, which is good for the company.

Better commitment from people I work with, more efficient and effective communication.

Since I've been identified as having leadership potential, it was a valuable, quite personal, first step in understanding more about people and how they respond and about how people types should be recognised and managed in teams.

It gave me new ideas how to tackle problems, access the knowledge which is available in a group and to unlock and improve the potential in a team.

Greater effectiveness of my own personal day-to-day dealings with team and people management and my ability to influence outcomes of the team.

### **4. Miscellaneous comments**

This course was very good - the facilitators in particular were excellent.

I use the skills on a regular basis and would certainly recommend the course to others.

All in all: the best course I have ever attended.



## ***Managing Teams and People course trainers***

**Harvey Peters** established Minerva in 1978 and has run programmes for organisations worldwide. Clients have included Shell International, Citibank, British Airways Maintenance, Guinness, Avery Dennison, Eversheds, CRS SARO  
Skill areas: Design of innovative programmes, leading sessions, building client relations.

**Paul Lane** has worked with Minerva since 1989 specifically with our Shell management development programmes.  
Skill areas: As an adviser and assessor for 'Investors in People' he has worked with Lloyds TSB in their Cardiff call/insurance centre and also a number of other finance and legal institutions.

**Chris Harle** has worked with Minerva since 1981, has been lead trainer and worked in Pakistan and Nigeria designing and delivering team development programmes.  
Skill areas: The design of specific projects and tasks to illustrate and reinforce learning.

**Tim Pidsley** has worked with Minerva since 1987. His key client has been Avery Dennison and working with them to create major changes in work practices.  
Skill areas: A specialist in solution-focus thinking and the requirements for transferring learning to work, and an advocate of Learning Sets and self-managed learning.

